



FOR INTERNAL USE ONLY:

**BUSINESS CUSTOMER SIGN UP FORM**  
(PLEASE PRINT)

Installation Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Account #: \_\_\_\_\_

Tax ID # or SS# \_\_\_\_\_

Business Name/Account Name \_\_\_\_\_ Owner \_\_\_\_\_

Business Phone \_\_\_\_\_ Alternate/Cell Phone# \_\_\_\_\_

Service Address \_\_\_\_\_ City/State/Zip \_\_\_\_\_

Billing Address \_\_\_\_\_ (if different from Billing Address) City/State/Zip \_\_\_\_\_

Directory Listing: \_\_\_\_\_ (phone customer's only) Email Address: \_\_\_\_\_

Leased property? Y ☐ or N ☐ If Yes, please provide Lessor's name and contact information below:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

FCC (Federal Communications Commission) regulations require that you provide us with a password that will be used when or if you request access to your phone records.  
If you forget your password, you will be required to answer the security question you select in order for us to access these records.Password \_\_\_\_\_ Security Question (Answer ONE) **Pet's name:** \_\_\_\_\_ **OR** **Favorite color:** \_\_\_\_\_ **OR**  
**Mother's Maiden Name:** \_\_\_\_\_

Please list any other person(s) who can make changes and/or inquires to this account:

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

**NETWORKING AND INSIDE WIRING MAINTENANCE PLAN**

Please choose an option:

\_\_\_\_ HCS wireless router rental and maintenance plan; \$5.00/mo. \_\_\_\_ Wire maint.plan; \$2.00/mo.

\_\_\_\_ Additional Service Outlet Charge \$68.95 per additional outlet

Do you need any additional service outlets? \_\_\_\_ Yes \_\_\_\_ No

Number of jacks/outlets needed: \_\_\_\_ Phone \_\_\_\_ Internet \_\_\_\_ Analog video

If applicable, do you have a basement or crawl space? \_\_\_\_ If you have a basement, is it finished or unfinished? \_\_\_\_

\_\_\_\_ Installation Charge (NEW) \$68.95

\_\_\_\_ Installation Charge (EXISTING) \$68.95 (does not include installation of jacks)

**BUSINESS TELEPHONE**

\_\_\_\_ Dynamic Business w/Unlimited regional and domestic L/D \$54.95\* \_\_\_\_ Additional lines (up to 8) \$34.95/each\* \_\_\_\_ Voice Limited (basic POTS line) - \$20.99

\_\_\_\_ Business Basic Local w/ Limited L/D - \$34.95\* (includes 60 minutes Domestic L/D per month) \_\_\_\_ Ultimate vFax \$19.99/mo. (plus \$15.00 one-time Set-up fee)

\* Above phone service plans include calling features except Basic POTS lines and v-Fax

\_\_\_\_ Ported Number \_\_\_\_\_ Current Carrier Name: \_\_\_\_\_ Account number: \_\_\_\_\_ PIN \_\_\_\_\_

\_\_\_\_ 800 Number Service \$5.00 (plus applicable L/D charges at \$0.06/min) \_\_\_\_ Remote Call Fwding Access \$2.00 \_\_\_\_ Call Return \$5.00 \_\_\_\_ Distinctive Ring \$5.00

\_\_\_\_ Anonymous Call Rejection \$3.50 \_\_\_\_ vFax \$3.00 \_\_\_\_ SimRing \$8.00 \_\_\_\_ Caller ID Name \$6.00 (included with Dynamic Business only)

**SMALL BUSINESS INTERNET****Effective 6.1.16**

\_\_\_\_ ESSENTIAL \$34.95 (Up to 20 M Down/20M Up) \_\_\_\_ BASIC \$49.95 (Up to 40M Down/40M Up) \_\_\_\_ CLASSIC \$64.95 (Up to 60M Down/60M Up) \_\_\_\_ PREMIER \$94.95(80M Down/80M Up)

\_\_\_\_ ULTIMATE \$174.95 (100M Down/100M Up) \_\_\_\_ BUSINESS ULTIMATE II \$234.95 (200 M Down/200M Up) \_\_\_\_ BUSINESS ULTIMATE V \$329.95 (500 M Down/500M Up)

\_\_\_\_ BUSINESS GIGABIT \$404.95 (1G Down/1G Up) Up to Additional 10 – 30 M \$90.00 Up to Additional 31 – 100 M \$70.00  
(One static IP address included) \_\_\_\_ Additional static IP address \$5.00/each per month**TV SERVICE**\* Digital packages include 1 HD receiver **Effective 6.1.16**\_\_\_\_ Basic \$33.99 \_\_\_\_ Expanded Basic \$66.99 \_\_\_\_ Digital Family\* \$74.99 \_\_\_\_ Digital Plus\* \$80.99 PPV: YES ☐ No ☐ PPV Code \_\_\_\_\_

Movie Channels \_\_\_\_ HBO \$18.00 \_\_\_\_ SHOW TIME \$15.00 \_\_\_\_ CINEMAX \$15.00 \_\_\_\_ STARZ/ENCORE \$12.00 \_\_\_\_ SPORTS Channel Pkg. \$6.95

\_\_\_\_ DVR \$5.00 (WHOLE HOME) # OF ADDITIONAL SET TOP BOXES \_\_\_\_\_ \$6.95 PER MONTH (One Basic HD box included in all Digital packages)

# of Standard TV's (include number of TV's to receive RF channels) \_\_\_\_\_ (See Networking section above if wireless video is requested)

## TERMS AND CONDITIONS

### ACKNOWLEDGEMENTS:

I acknowledge that I have been provided a copy of the Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy." Customer initials \_\_\_\_\_.

I understand and accept Highland Communication Services "Terms and Conditions of Use," including the "Acceptable Use Policy," as provided and published on [http://www.highlandil.gov/Public\\_Documents/HighlandIL\\_HCS/Contact\\_Us/Acc](http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc)

The undersigned makes application for service, and for such additional service or equipment as may be ordered later, agrees to pay established rates for all such services and equipment. In making this application the undersigned agrees to the tariffs or rates for the service furnished under this application.

I agree to subscribe to the selected services, commencing on the date service is activated. I also understand that if the service is disconnected and reconnected for any reason, reconnect charges may apply. I also understand that Highland Communication Services equipment will be returned immediately upon termination of the service or at any time upon request. Failure to return the main Set-top-box (digital receiver) will result in a one-time charge of \$340.00 and \$200.00 per each additional receiver, and must be returned in good condition. Additionally, wireless routers that are being rented from HCS shall be returned at time of service termination or a one-time charge of \$66.00 will be made to the customer's account. I agree to be bound by Highland Communication Services Terms and Conditions of Use, including the Acceptable Use Policy, as published on [http://www.highlandil.gov/Public\\_Documents/HighlandIL\\_HCS/Contact\\_Us/Acc](http://www.highlandil.gov/Public_Documents/HighlandIL_HCS/Contact_Us/Acc) My continued use of the service shall be considered my consent to any amendments that may be made to the Terms and Conditions of Use, including the Acceptable Use Policy.

After installation of the equipment from Highland Communication Services, you are responsible for any damage, regardless of cause, to the equipment. Highland Communication Services may interrupt or terminate service if you breach any provision of this agreement (including nonpayment of service), or if you use the service in a manner that adversely affects service to other customers or harasses our customers or employees, or if you or others use your service to engage in fraud or unlawful conduct. It is in the discretion of Highland Communication Services to restore interrupted service following correction of the violation and payment of amounts due, including restoration charge, which may be assessed for restoring your service.

I agree that I have authorized HCS to enable PPV programming on my Digital service and that I am responsible for all charges. I have provided a code to HCS to be used for access to this programming.

Prices subject to change without notice.

I understand that surge and firewall protection are my responsibility and I agree that I will be responsible for any and all damages or losses.

I understand that the package price listed on this application and in all other Highland Communication Services materials does not include mandatory fees and taxes. I understand that my bill will be larger than the package price due to these charges.

I grant Highland Communication Services authority to change my long distance service.

UNLIMITED LONG DISTANCE: This service is for residential voice usage only. The Unlimited Plan cannot be used for long distance access to the Internet, or for business purposes, telemarketing or autodialing, for connection to the Internet, for other data service (including a significant amount of facsimile transmissions or data usage per month) or for any other use that does not involve a person-to-person conversation or voice message. The Unlimited Plan only applies to the telephone line on which the plan is assigned. Other restrictions may apply. If it is determined that the customer's usage is not within the average usage of the average Highland Communication Services residential voice customers, Highland Communication Services reserves the right to move a customer off this plan to an alternate plan.

Signature of Account holder: \_\_\_\_\_ Date: \_\_\_\_\_